The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition)

By Amrit Tiwana

The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana

The Knowledge Management Toolkit, Second Edition walks step by step through the development of a state-of-the-art Knowledge Management Platform. Thoroughly revised to reflect the latest technologies and best practices, it offers the most complete, results-driven roadmap for building KM systems that leverage existing infrastructure and knowledge. Utilizing practical checklists and diagrams, Amrit Tiwana introduces advanced techniques for planning, design, development, deployment, and management. Major updates include: revamped strategy coverage; breakthrough methods for calculating ROI; in-depth coverage of knowledge platforms and digital P2P networks; many new case studies; and an extensive set of analysis tools on CD-ROM.

[Download](#) The Knowledge Management Toolkit: Orchestrating IT ...pdf

[Read Online](#) The Knowledge Management Toolkit: Orchestrating ...pdf

The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition)

By Amrit Tiwana

The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana

The Knowledge Management Toolkit, Second Edition walks step by step through the development of a state-of-the-art Knowledge Management Platform. Thoroughly revised to reflect the latest technologies and best practices, it offers the most complete, results-driven roadmap for building KM systems that leverage existing infrastructure and knowledge. Utilizing practical checklists and diagrams, Amrit Tiwana introduces advanced techniques for planning, design, development, deployment, and management. Major updates include: revamped strategy coverage; breakthrough methods for calculating ROI; in-depth coverage of knowledge platforms and digital P2P networks; many new case studies; and an extensive set of analysis tools on CD-ROM.

The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana Bibliography

- Sales Rank: #910299 in Books
- Published on: 2002-08-29
- Original language: English
- Number of items: 1
- Dimensions: 9.45" h x .77" w x 7.14" l, 1.82 pounds
- Binding: Hardcover
- 416 pages

⬇ **Download** The Knowledge Management Toolkit: Orchestrating IT ...pdf

▤ **Read Online** The Knowledge Management Toolkit: Orchestrating ...pdf

Download and Read Free Online The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana

Editorial Review

From the Back Cover

The #1 practical knowledge management implementation guide—now completely updated!

- Incremental, results-driven techniques that build on existing knowledge and infrastructure
- Covers planning, design, development, deployment, and management
- Powerful new solutions for measuring the ROI of KM platforms

In *The Knowledge Management Toolkit, Second Edition*, leading consultant Amrit Tiwana walks step by step through the development of a state-of-the-art enterprise Knowledge Management Platform. Thoroughly revised to reflect today's latest tools, technologies, and best practices, this hands-on guide offers a complete roadmap for building KM systems incrementally?with each step delivering new business value, and seamlessly building on the work that preceded it. Utilizing practical checklists and diagrams, Dr. Tiwana introduces today's best techniques for planning, design, development, deployment, and management, demonstrating exactly how to:

- Identify the knowledge most crucial to your business
- Align business strategy and knowledge management
- Leverage existing infrastructure
- Transition from managing data to knowledge
- Focus on process, and on tacit?not just explicit?knowledge
- Architect a future-proof, adaptable KM platform
- Build and deploy KM systems using the proven Results Driven Incrementalism (RDI) methodology
- Implement leadership and reward structures that make KM work
- Rigorously calculate ROI on KM systems

Among this edition's many new features: a thoroughly rewritten chapter on strategy; powerful new "real-options" methods for assessing ROI; in-depth discussions of knowledge platforms and digital peer-to-peer networks; many new case studies; and much more.

CD-ROM INCLUDED

The accompanying CD-ROM contains Tiwana's interactive, unrestricted KM Toolkit, plus an extensive bibliographic database of recent KM research, a complete working Web-based KM system, bonus appendices, and reusable copies of all of the book's figures.

About the Author

AMRIT TIWANA is an Assistant Professor of Decision and Information Analysis at the Goizueta Business School, Emory University, Atlanta. Dr. Tiwana's consulting and research specializes in helping large businesses strategically deploy digital knowledge management platforms. His research regularly appears in various research and industry journals. His most recent book, *The Essential Guide to Knowledge Management and CRM Applications* (Prentice Hall) has been translated into French, Chinese, and Portuguese.

Preface

Real knowledge is to know the extent of one's ignorance.

—Confucius

The Knowledge Management Toolkit provides a strategic road map for implementing knowledge management (KM) in your company. This book rests on two assumptions. First, that there is no silver bullet. Second, the value of a business's knowledge is determined by its masterful application.

Features in This Edition

Following the popularity of the first edition, this edition has an entirely rewritten chapter on strategy; real-options analyses have been added for KM evaluation; the notion of knowledge platforms is pervasively emphasized; the role of digital peer-to-peer networks is discussed; several new cases have been added; and the distinction between knowledge integration and transfer runs deep. Several other features of this edition are noteworthy. For starters, all figures are made electronically available on the CD-ROM. In addition, the entire appendix, including the entire KM assessment kit, is now digitized on the CD-ROM. The entire bibliography is also provided in electronic form.

How to Use This Book

In spite of the hyperlinked, web-like world we live in, I highly recommend that you go against that notion and read this book in a linear fashion: Begin with Chapter 1 and continue through Chapter 4. Once you reach Chapter 4, if you have a strong reason to jump to any other chapter, do so. Chapters 5 through 14 make the most sense if you read them after you've read Chapter 4. The reason for this recommendation is simple: Each of Chapters 5 through 14 represent one step of the 10-step road map introduced in Chapter 4. The 10-step road map appears at the beginning of each of Chapters 5 through 14, with details of the current step highlighted in the respective chapters. Every chapter except Chapter 1 ends with a "lessons learned" section that summarizes the key points covered in that chapter. This might be useful as a checklist when this book is not gathering dust on your bookshelf.

Many of the software tools mentioned in the book are included on the companion CD-ROM. Most, though not all, tools on the CD-ROM have feature restrictions of some type. They are not here to give you entire software suites to help you cut down the expense of building a KM system or to charge you an extra ten dollars for a CD-ROM that cost only twenty cents to produce. These tools are here because I believe that they add value and help you make sense by seeing the technologies that we talk about in the pages that follow.

How This Book Is Organized

Table P-1 summarizes the organization of this book. An additional table in Chapter 4 (Table 4-1) leads you through the individual phases and steps of the KM road map. The techniques described in this book need not always be applied across the organization; they can be applied at the level of communities, business units, or departments.

Table P-1 How This Book Is Organized

Chapter	What Is Covered
Part I: Introduction	
Chapter 1	Introduction, KM's value proposition.
Chapter 2	Imperatives for KM, its need, potential business benefits of KM.
Chapter 3	How to make the transition from IM to KM, topologies of knowledge, differences between IT tools and KM tools, why KM is difficult to implement.
Part II: The Road Ahead	
Chapter 4	The 10-step roadmap for implementing KM in your company.
Part IIa: Leveraging Your Existing Infrastructure	
Chapter 5	How to build a knowledge platform based on your existing IT infrastructure.
Chapter 6	How to align business strategy and KM in your company.
Part IIb: The Second Phase: KM System Analysis, Design, and Development	
Chapter 7	How to lay the infrastructural foundations of your company's knowledge platform, choose the collaborative platform, the seven layers of the KM architecture.
Chapter 8	Audit, analyze, and identify existing knowledge assets in your company.
Chapter 9	How to design a right-sized and well-balanced KM team.
Chapter 10	How to create a KM blueprint customized for your company and robust enough to be "future-proof."
Chapter 11	How to develop the KM system, understand how it can be integrated with existing technology standards.
Part IIc: Deployment	
Chapter 12	How to deploy the system using the results-driven incrementalism (RDI) methodology, select pilot projects, maximize payoffs, and avoid common pitfalls.
Chapter 13	Understand the reward structures, cultural change, and leadership needed for making KM successful; in your company, decide whether you need a CKO or equivalent manager.
Part IId: REal-Options Evaluation	
Chapter 14	Decide which metric(s) to use for KM in your company--real-option analyses, balanced scorecards, quality function deployment, Tobin's q--and how to use it, arrive at lean metrics that help you calculate ROI on your KM project.
PART III: SIDE ROADS: APPENDICES	
Appendix A	The KM assessment kit and CD-ROM forms.
Appendix B	Alternative schemes for structuring the front end.
Appendix C	Software tools.

Assumptions About Your Company

There are certain assumptions that I make about you as a reader of this book. I would hope that most, if not all, of these are true if this book (which is written with these assumptions about you as a reader in mind) is to help you and your company with implementing knowledge management.

What This Book Is Not About

Let me first explain what this book is not about and what it is that distinguishes this book's approach. This book is:

- *Not about trends*: Forget trends and forecasts about how businesses are disintermediated, organic, flattened, and T-shaped. This book is not about trends. Predictions, as all research, weather forecasts, and stock markets suggest, is rarely an accurate predictor of the future. What you'll learn in this book will probably still apply when organizations supposedly become X-shaped, intermediated, or inorganic. Rather than being a trend in itself, this book will help you benefit from those trends.
- *Not about new vocabulary*: This book is not out to invent new buzzwords. Buzzwords come and go; KM is here to stay.
- *Not about the silver bullet*: This book is not the silver bullet for KM and does not claim to be one. It is not about trademarked methodologies that promise the world but scarcely deliver a village.
- *Not about analogies*: Analogies can sometimes be helpful but can also be very misleading. Analogies are an effective way of communicating strategies, but a very hazardous way of analyzing them. Remember that the road map is not a "shrink-wrapped" methodology. Nowhere in the following pages will you find a discussion about how KM is like ecology, bungee jumping, war, or making love. The same holds true of the cases discussed in this book. Cases are instances of strategies, not strategies themselves.
- *Not about my opinion*: Opinions can be wrong. This book is built on lessons learned from years of cumulative research spanning several countries and hundreds of companies, big and small, in diverse industries. Wherever there is an opinion, I'll tell you it's an opinion, and that opinion is not necessarily a fact.

Think of this book as a conversation between you and me. I would love to hear your comments, suggestions, questions, criticisms, and reactions. Feel free to e-mail me at `Amrit_Tiwana@bus.emory.edu`

Amrit Tiwana
Atlanta

Users Review

From reader reviews:

Susan Jun:

What do you about book? It is not important along with you? Or just adding material if you want something to explain what the ones you have problem? How about your free time? Or are you busy individual? If you don't have spare time to do others business, it is make you feel bored faster. And you have extra time? What did you do? All people has many questions above. The doctor has to answer that question mainly because just their can do that will. It said that about e-book. Book is familiar in each person. Yes, it is suitable. Because start from on kindergarten until university need this particular The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) to read.

Michael Lockwood:

In this time globalization it is important to someone to obtain information. The information will make someone to understand the condition of the world. The healthiness of the world makes the information simpler to share. You can find a lot of sources to get information example: internet, magazine, book, and soon. You can observe that now, a lot of publisher which print many kinds of book. The actual book that recommended to you is The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) this reserve consist a lot of the information with the condition of this world now. This specific book was represented how do the world has grown up. The terminology styles that writer use to explain it is easy to understand. Often the writer made some study when he makes this book. That's why this book appropriate all of you.

Stephen Lee:

As we know that book is essential thing to add our know-how for everything. By a e-book we can know everything we would like. A book is a group of written, printed, illustrated or perhaps blank sheet. Every year ended up being exactly added. This publication The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) was filled about science. Spend your extra time to add your knowledge about your technology competence. Some people has diverse feel when they reading any book. If you know how big selling point of a book, you can experience enjoy to read a guide. In the modern era like right now, many ways to get book that you simply wanted.

Tommy Bowles:

As a student exactly feel bored in order to reading. If their teacher requested them to go to the library as well as to make summary for some book, they are complained. Just small students that has reading's heart or real their pastime. They just do what the trainer want, like asked to go to the library. They go to right now there but nothing reading seriously. Any students feel that looking at is not important, boring in addition to can't see colorful pictures on there. Yeah, it is to get complicated. Book is very important for you personally. As we know that on this era, many ways to get whatever we really wish for. Likewise word says, ways to reach Chinese's country. Therefore , this The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) can make you sense more interested to read.

Download and Read Online The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana #D56F1HP0K37

Read The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana for online ebook

The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana books to read online.

Online The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana ebook PDF download

The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana Doc

The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana Mobipocket

The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana EPub

D56F1HP0K37: The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) By Amrit Tiwana